

1 37416/MRK/I249

WHAT IS CLAIMED IS:

5 1. An online merchandise return computer system, said computer system programmed to:

apply a set of return policy criteria for a particular merchant to a request by a consumer to return at least one item of merchandise; and

10 generate a shipping label for a package containing the item of merchandise.

2. A computer program product having instructions for:  
15 applying a set of return policy criteria for a particular merchant to a request by a consumer to return at least one item of merchandise; and

generating a shipping label for a package containing the item of merchandise.

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3. A method using a computer for returning merchandise, the method comprising:

applying a set of return policy criteria for a particular merchant to a request by a consumer to return at least one item of merchandise; and

25 generating a shipping label for a package containing the item of merchandise.

30 4. A computer merchandise return system, said system comprising:

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5 a set of program instructions for applying a set of return  
policy criteria for a particular merchant to a request by a  
consumer to return at least one item of merchandise; and

a set of program instructions for generating a shipping  
label for a package containing the item of merchandise.

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